

Nevada Medicaid and Nevada Check Up
2013 Provider Training Catalog

January 28, 2013



Table of contents

| | |
|--|---|
| Welcome | 1 |
| Questions or comments? | 1 |
| Provider Training Webpage | 1 |
| How to register | 1 |
| Training and Annual Conference Locations | 2 |
| Annual Medicaid Conference | 2 |
| Provider Training | 2 |
| Individual Training | 3 |
| Workshop Descriptions | 3 |
| 2013 Training Calendar | 4 |



Welcome

Welcome to the 2013 HP Enterprise Services Provider Training Catalog for Nevada Medicaid and Nevada Check Up providers. All training is sponsored by the State of Nevada Division of Health Care Financing and Policy (DHCFP). *Training is free of charge.*

We encourage the attendance of billing staff, billing agencies, direct practitioners/health care providers, office managers, admitting and front-desk staff, etc.

All classes will begin and end on schedule except in the event of inclement weather. Attendee promptness is greatly appreciated. If you are unable to arrive on time, please reschedule to a later class date.

Questions or comments?

If you have questions regarding training, please contact the HP Enterprise Services Provider Training Unit at:

Phone: (877) 638-3472, option 2, then option 0, then option 4

Email: NevadaProviderTraining@hp.com

Fax: (775) 624-5979

Provider training webpage

To access the Provider Training webpage, go to <https://www.medicaid.nv.gov>. Click on the "Provider" tab then click on the "Provider Training" submenu. From this webpage, you can access the Provider Training Catalog, registration forms and more.

How to register

Registration is required for all training. Due to limited space, please register early; registration closes when a class reaches maximum capacity. To register online, click on [FA-41 2013 Training Registration Form](#).

Pharmacy providers, please see [form FA-43](#) for training and scheduling information. Registrants will receive a fax, phone or email confirmation after their registration form is processed.

To change or cancel your registration, please call HP Enterprise Services at (877) 638-3472, option 2, then option 0, then option 4.



Training locations

Northern Nevada training is held in the HP Enterprise Services Presentation Center located at 9850 Double R Blvd., Suite 102, Reno, NV 89521. *Phone: (775) 335-8500*

Southern Nevada training is held in Grant Sawyer Building, Capitol Police Room, located at 555 E. Washington, Las Vegas, NV 89101. *Phone: (702) 486-2935*

(NOTE: The above locations are for January 2013 and may be subject to change in 2013.)

Annual Medicaid Conference

In 2013, Nevada Medicaid will host conferences in Reno and in Las Vegas. Please check back later for details on this year's Annual Medicaid Conference.

Provider training

We have listened to your feedback and in 2013 the HP Enterprise Services training team will provide enhanced services to Nevada Medicaid providers. Provider Representatives will be available in your area to provide one-on-one assistance when you have questions or concerns. Your Provider Representative will contact you and will be your first point of contact when you have special needs or concerns.

Beginning in January, the content for provider training sessions will be announced through web announcements. The content will be changing based on provider feedback and DHCFP program changes. This approach will keep the training material fresh throughout the year. This format will also allow HP Enterprise Services to train on the subjects that may be a focus area based on provider needs.

Virtual training will also continue and will be available throughout the year. Again, the content will be changing based on provider feedback and DHCFP program changes. These sessions will be announced through web announcements.



Individual training

Individual training is available to providers through three different options:

Phone – Our Call Center can answer most provider questions; however, if more time or explanation is needed, our training team can spend additional one-on-one time on the phone resolving your questions.

Virtual Room – Allows providers and members of the training team to meet in a virtual room and share examples and documents by utilizing the computer and a phone.

Onsite Visits – Addresses your inquiries that require individual attention. This is your opportunity for one-on-one training and assistance provided in your facility or office.

Workshop Descriptions

Using the Provider Re-Enrollment Application – Will assist providers in the Re-Enrollment process using the new Provider Re-Enrollment Application, and will be followed by a Question and Answer period. Recommended for providers who have received their letter of Re-Enrollment.

Quarterly Training for Medicaid Providers – Will provide the updates and changes that are occurring in Nevada Medicaid and Nevada Check Up.

One hour individual session – Provider Representatives will be scheduled to work with providers who want to discuss their unique billing concerns or questions in a private session. Sign up for one of the individual one-hour sessions and come prepared with your paperwork to get the answers to your questions.

Recipient Eligibility on the Web Portal – This workshop will assist providers in understanding the eligibility screens for Medicaid recipients on the Provider Web Portal's prior authorization system, which is an important tool for the new provider and new staff.

Introduction to becoming a Nevada Medicaid Provider – This workshop is reserved for those **not** enrolled with Nevada Medicaid at this time and are thinking of becoming a provider of service for the Medicaid program.

New: Program Integrity – This workshop will provide information about the three distinct programs DHCFP has to assist in ensuring the fiscal integrity of the programs it administers: the Surveillance and Utilization Review (SUR), the Payment Error Rate Measurement program (PERM), and the Financial and Compliance Audit program.

New: Appeals and Special Batching – This workshop will provide clarification about the differences between the Appeals process and the Special Batching process, and provide instructions for each.



2013 Training Calendar

Virtual Room – For All Nevada Medicaid Providers

Note: The virtual room link will be emailed to all registered participants 3 days prior to the event. Be sure to register your e-mail address.

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| January 8 | (Tues. 9:00 a.m. – 11:00 a.m.) | Using the Provider Re-Enrollment Application |
| January 9 | (Wed. 9:00 a.m. – 11:00 a.m.) | Using the Provider Re-Enrollment Application |
| January 10 | (Thurs. 9:00 a.m. – 11:00 a.m.) | Using the Provider Re-Enrollment Application |
| February 5 | (Tues. 9:00 a.m. – 11:00 a.m.) | Using the Provider Re-Enrollment Application |
| February 12 | (Tues. 2:00 p.m. – 4:00 p.m.) | Using the Provider Re-Enrollment Application |
| February 14 | (Thurs. 7:00 a.m. – 9:00 a.m.) | Using the Provider Re-Enrollment Application |
| February 19 | (Tues. 9:00 a.m. – 11:00 a.m.) | Program Integrity |
| February 21 | (Thurs. 2:00 p.m. – 4:00 p.m.) | Program Integrity |
| February 25 | (Mon. 9:00 a.m. – 11:00 a.m.) | Appeals and Special Batching |
| February 28 | (Thurs. 2:00 p.m. – 4:00 p.m.) | Appeals and Special Batching |

Phone

Note: Please be sure to include your contact phone number when registering for the event.

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| February 5 | (Tues. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| February 5 | (Tues. 3:00 p.m. – 4:00 p.m.) | One hour individual session |
| February 7 | (Thurs. 8:00 a.m. – 9:00 a.m.) | One hour individual session |
| February 7 | (Thurs. 10:00 a.m. – 11:00 a.m.) | One hour individual session |
| February 7 | (Thurs. 2:00 p.m. – 3:00 p.m.) | One hour individual session |
| February 11 | (Mon. 9:00 a.m. – 10:00 a.m.) | One hour individual session |
| February 11 | (Mon. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| February 11 | (Mon. 4:00 p.m. – 5:00 p.m.) | One hour individual session |
| February 18 | (Mon. 9:00 a.m. – 10:00 a.m.) | One hour individual session |
| February 18 | (Mon. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| February 18 | (Mon. 3:00 p.m. – 4:00 p.m.) | One hour individual session |
| February 20 | (Wed. 8:00 a.m. – 9:00 a.m.) | One hour individual session |
| February 20 | (Wed. 11:00 a.m. – 12:00 p.m.) | One hour individual session |
| February 26 | (Tues. 7:00 a.m. – 8:00 a.m.) | One hour individual session |
| February 26 | (Tues. 10:00 a.m. – 11:00 a.m.) | One hour individual session |
| February 26 | (Tues. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| February 26 | (Tues. 3:00 p.m. – 4:00 p.m.) | One hour individual session |



Reno

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| January 15 | (Tues. 9:00 a.m. – 11:30 a.m.) | Quarterly Training for Medicaid Providers |
| January 15 | (Tues. 1:00 p.m. – 3:30 p.m.) | Quarterly Training for Medicaid Providers |
| January 16 | (Wed. 9:00 a.m. – 10:00 a.m.) | One hour individual session |
| January 16 | (Wed. 10:00 a.m. – 11:00 a.m.) | One hour individual session |
| January 16 | (Wed. 11:00 a.m. – 12:00 p.m.) | One hour individual session |
| January 16 | (Wed. 1:00 p.m. – 3:00 p.m.) | Recipient Eligibility on the Web Portal |
| January 17 | (Thurs. 9:00 a.m. – 11:00 a.m.) | Recipient Eligibility on the Web Portal |
| January 17 | (Thurs. 12:00 p.m. – 1:00 p.m.) | One hour individual session |
| January 17 | (Thurs. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| January 17 | (Thurs. 2:00 p.m. – 3:00 p.m.) | One hour individual session |
| January 17 | (Thurs. 2:00 p.m. – 3:00 p.m.) | One hour individual session |
| January 17 | (Thurs. 3:00 p.m. – 4:00 p.m.) | One hour individual session |
| January 18 | (Fri. 9:00 a.m. – 11:00 a.m.) | Introduction to becoming a Nevada Medicaid Provider |

Las Vegas

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| January 22 | (Tues. 9:00 a.m. – 11:30 a.m.) | Quarterly Training for Medicaid Providers |
| January 22 | (Tues. 1:00 p.m. – 3:30 p.m.) | Quarterly Training for Medicaid Providers |
| January 23 | (Wed. 9:00 a.m. – 10:00 a.m.) | One hour individual session |
| January 23 | (Wed. 10:00 a.m. – 11:00 a.m.) | One hour individual session |
| January 23 | (Wed. 11:00 a.m. – 12:00 p.m.) | One hour individual session |
| January 23 | (Wed. 1:00 p.m. – 3:00 p.m.) | Recipient Eligibility on the Web Portal |
| January 24 | (Thurs. 9:00 a.m. – 11:00 a.m.) | Recipient Eligibility on the Web Portal |
| January 24 | (Thurs. 12:00 p.m. – 1:00 p.m.) | One hour individual session |
| January 24 | (Thurs. 1:00 p.m. – 2:00 p.m.) | One hour individual session |
| January 24 | (Thurs. 2:00 p.m. – 3:00 p.m.) | One hour individual session |
| January 24 | (Thurs. 2:00 p.m. – 3:00 p.m.) | One hour individual session |
| January 24 | (Thurs. 3:00 p.m. – 4:00 p.m.) | One hour individual session |
| January 25 | (Fri. 9:00 a.m. – 11:00 a.m.) | Introduction to becoming a Nevada Medicaid Provider |

Elko

Please check back for details regarding training sessions scheduled in Elko.

